

*Helping Rebuild the
Lives of Men, Women
& Families Living
with HIV/AIDS*

**FIFE HOUSE
ANNUAL REPORT
2010-2011**





Message from the Executive Director and President of the Board

Founded in 1988, Fife House has always responded to the need for secure affordable housing for people living with HIV/AIDS (PLHA). While our mandate remains the same, programs and services have adapted to meet the ever-changing demands of the people we serve.

Five programs provide 190 homes, more than 85% of housing available to PLHA in the GTA. We are always the prime contact and service provider for our residents, though rarely the landlord. From transitional housing to long term residency, we have grown and modified to respond to the needs of specific populations. Through our partnership with LOFT Community Services/McEwen Housing and Support Services, the Addictions Supportive Housing (ASH) program means we are now able to support PLHA dealing with substance use issues.

Our Homeless Outreach Program continues to work with individuals and families to find appropriate housing. Data from all programs, including our Research and Evaluation Department, help identify emerging needs, inform adaptation of existing programs and focus new initiatives.

We actively embrace the Greater Involvement of People with HIV/AIDS (GIPA) principle. Opportunities have existed within our Community Programs, but the Peer Navigator Program and the Fife House/Trillium Engagement Project provide more structured and long term involvement.

With a committed staff and the help of dedicated volunteers, we have come far since opening our first residence in 1990. We continue to honour our roots in the community and are proud of our ability to be flexible, adaptive and creative in pursuing effective responses to those we serve.

Ron Lirette

Chair, Board of Directors

Keith Hambly

Executive Director

Fife House is grateful for the support it receives from corporate and foundation donors, which help to provide programs and services to our residents and clients. The following are a list of these donors for the 2010-2011 fiscal year.

Corporations

BMO Financial Group
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Foundations

A & A King Family Foundation
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M•A•C AIDS FUND
Mazon Canada
Ontario Trillium Foundation
Pride and Remembrance
Association Inc.
RBC Foundation
The D. & T. Davis Charitable
Foundation
The McLean Foundation

Funders

Core funding for programs and services is provided by:
Toronto Central Local Health Integration Network (TCLHIN)
Public Health Agency of Canada

Ontario Ministry of Health and Long Term Care:

- Ontario Non-Profit Housing Program
- AIDS Bureau

City of Toronto:

- Shelter, Support and Housing Administration – Hostel Services
- Homeless Initiatives Fund
- AIDS Prevention Community Investment Program

Ontario HIV Treatment Network

Centre for Independent Living in Toronto, Inc.

Toronto Community Housing Corporation

McEwan Housing and Support Service/LOFT Community Services

Human Resources and Skills Development Canada



Volunteers

Volunteers have been an integral part of Fife House since its founding more than 20 years ago. Providing in excess of 16,000 hours service last year – equal to eight full-time staff – it is no exaggeration to say that we simply could not accomplish what we do without them.

Our volunteer Board of Directors provides oversight, guidance and direction. Committees support specific activities, from Human Resources to Finance and Development, including our three signature events. Advisory panels assist with the development and advancement of programs. And when you call us, it is a volunteer receptionist who answers the phone.

Program volunteers enable many of the services offered to clients and provide important social connections. Assisting clients with shopping, accompaniment to appointments and help with meal preparation are just some of the tasks they cheerfully perform. Our Wellness Centre is staffed entirely by trained professionals who donate services in alternative therapies.

Dozens of volunteers provide invaluable support with our fundraising activities. Whether it's taking tickets, hosting a restaurant or soliciting donations at theatres, they are an invaluable resource and one we could never afford.

To all of our volunteers – our gratitude and appreciation from everyone at Fife House.

Financials

Condensed Statement of Financial Position

year ended March 31, 2011 with comparative figures for 2010

condensed statement of financial position	2011	2010
assets		
current assets:		
cash and short-term deposits	\$ 939,342	\$ 852,957
other	64,856	32,417
	1,004,198	885,374
capital assets	818,663	839,319
	\$ 1,822,861	\$ 1,724,693
liabilities, deferred contributions and net assets		
current liabilities	\$ 257,290	\$ 540,369
mortgage payable - long term	282,189	-
deferred contributions-other	800,936	756,667
deferred contributions-capital campaign	240,433	221,704
	1,580,848	1,518,740
net assets	242,013	205,953
	\$ 1,822,861	\$ 1,724,693

Condensed Financial Statement of Operations

Year ended March 31, 2011 with comparison figures for 2010

condensed statement of operations

year ended March 31, 2011 with comparative figures for 2010

condensed statement of operations	2011	2010
revenue:		
grants:		
core	\$ 2,265,348	\$ 2,176,086
one time	42,522	18,861
development	426,963	346,717
capital campaign	932	4,883
other income	395,304	621,419
	3,131,069	3,167,966
operating expenses:		
salaries and benefits	2,156,388	2,199,652
programs	478,535	569,491
rent	137,367	81,642
administration	108,106	88,836
development	64,881	45,211
advertising and recruitment	22,397	12,096
capital campaign	-	2,294
other	128,624	123,962
	3,096,298	3,123,184
excess of revenue over expenses (expenses over revenue)	\$ 34,771	\$ 44,782

Complete audited Financial Reports are available on request.



The Sherbourne Apartments Supportive Housing Program operates 24 hours per day, 7 days a week providing support services and building life skills through assistance with activities of daily living. Support provided to residents varies depending on the service needs established and recorded in the resident's individual Plan of Service during scheduled Case Management meetings. Staff place emphasis on promoting the residents' independence by helping to acquire new skills that would complement each person's established and unique skill set.

"It's reassuring to know that support is a few floors down. Currently, I am doing well, I have a routine that I follow and I have peace of mind to know that if something was to change I have my own resources and support staff downstairs to meet me face to face to help me at any time."

Sherbourne Apartment Support Staff provide daily assistance to 45 units in the building, a combination of bachelors, one bedroom units and two bedroom units to accommodate families.

Jarvis

The Jarvis program is home to a diverse group of clients. Although the goal is healthy and independent living, the staff are prepared to provide supports when that is not possible. As the population ages, they have found the need to adjust and broaden personal support services to enable clients to age in place.

Life can change in a heartbeat, as it did for two tenants who had accidents. One commented that he came to Jarvis in case he needed help in the future. He never imagined the level of services provided until completely debilitated by a bad fall that required major surgery.

“I have no family in Canada and didn’t know I would need help like this so soon. I really appreciated how Fife House was there for me. I couldn’t have managed without them”.

Gratifyingly, some clients are now well enough to seek employment opportunities. This is a dramatic shift from requiring assistance with all activities of daily living to health and independence. The successful and well attended meal and coffee programs contribute to a sense of community and camaraderie and provide a platform for sharing information.

Denison

Denison provides 24 hour support to five individuals in a residential setting. Ongoing renovations have resulted in improvements to the building, which is our original residence. Interior refurbishing has included new living room furniture and new appliances (washer, dryer and stove). All the residents love the changes!

Focusing and building on individual strengths has meant that one resident enrolled in college for this fall. Other residents have regained the ability to travel to foreign locations to reconnect with family members, in one case after 13 years.

“I was homeless in and out of shelters for 6 months. Now I live in a more stable environment that with staff support, allows me to maintain a life, success in my therapies. Very honestly, I was given the opportunity to live and I’m very thankful.”

Staff also provides support services to 15 residents at two satellite locations. Two residents at a third site will be added in the coming year, made possible by a full complement of staff and volunteers.

*Addictions Supportive Housing Program (ASH):
A Partnership between Fife House and McEwan Housing
and Support Services/LOFT Community Services*

ASH

The Addictions Supportive Housing Program is a newly funded program by the Ministry of Health and Long Term Care, in conjunction with the Toronto Central Local Health Integration Network. The ASH Program is a housing first model focused upon assisting PLHA with a history of homelessness, problematic substance use issues and inpatient hospitalizations and/or frequent use of emergency health services. Fife House will provide 32 single-dwelling housing units, available on the private market with rent subsidies, and McEwan/Loft Community Services provides intensive case management support, with a ratio of one case manager to eight clients. The ASH Program is also linked to the Service Coordination Project for Homeless People Living with HIV/AIDS, as the assessment and referral source, and also as a resource for health stabilization, respite care, primary care reconnection, and mental health assessment and consultation.

Greater Involvement of People with HIV/AIDS (GIPA)

Positive people bring the unique perspective of their experience to many aspects of our work. Fife House is committed to the GIPA principle and expanding PLHA involvement beyond our Board, advisory committees and volunteers. Two programs have been successful in procuring funding to provide meaningful opportunities for PLHA.

Fife House Persons Living with HIV/AIDS (PLHA) Health and Housing Navigation Project

The PLHA Peer Health and Housing Navigation Project at Fife House, now in its second year, is funded by The City of Toronto Public Health. The main focus of this project is to develop the capacities of homeless PLHA in building skills and accessing resources to improve their quality of life. Three peer workers assist clients of our Homeless Outreach Program (HOP) in maintaining their housing and provide links to the resources they require for wellness (i.e co-infection, stress management, harm reduction, financial and social supports, literacy, education, and employment). The peer workers have developed and delivered focus groups, and a series of social-educational workshops, aimed at building skills and capacities of homeless PLHA.

Fife House/Trillium PLHA Engagement Project

Fife House has received four year funding from the Ontario Trillium Foundation, aimed at developing training, structured mentorship support, and experiential learning opportunities for people living with HIV/AIDS who are part of Fife House Programs and Services. The Project will also enhance the capacity building, leadership, and volunteer opportunities, initially targeted within Fife House Community Programs, and the Homeless Outreach Program, for people living with HIV/AIDS. The Project staff will include a Peer Mentor and two Peers who will lead this exciting work for Fife House, as we create meaningful opportunities of engagement and involvement for clients in the delivery of our programs and services. We are equally excited by the partnership opportunities for skills, training, and capacity building this project will create with our AIDS Service Organization partners.

Homeless Outreach Program

The Homeless Outreach Program (HOP) works exclusively with PLHA in Toronto who are homeless or at risk of homelessness. As Fife House's largest program, HOP assisted more than 350 clients in the past year, many of them families. Maintaining housing once secured is assisted by peer workers (see Health and Housing Navigation Project).

Clients often access the program after other avenues have failed. One such person came to HOP after a succession of workers refused to work with him. He had faced many challenges in his life and was living on the streets, not being comfortable in the shelter system. With more than 60 emergency room visits in a short period of time, the first step was for staff to connect him with multiple AIDS Service Organizations. He then found secure, affordable housing with the supports he needs and is working on rebuilding his life.

Keeping people from 'falling through the cracks' by being flexible and adaptive to individuals, has enabled HOP to record hundreds of similar success stories.



Transitional Housing Program

The Transitional Housing Program (THP) provides temporary supportive housing to PLHA to build life skills and support them in accomplishing their housing goals. A communal living environment for 11 persons, THP has a maximum residency of nine months. Single occupancy bachelor units within the THP are fully furnished and contain a private bathroom and kitchenette. Shared space includes living/ dining room, kitchen, computer area and laundry facilities.

An on-going partnership with McEwan Housing and Support Services provides pre-and-post residency support. Effective at stabilizing residents once they move from THP, this collaboration has resulted in all residents successfully maintaining their acquired housing.

“I was new to the country and have [sic] been living in a shelter. My health was not so good as a result of my living situation. Through the help of the Homeless Outreach Program I was able to get the necessary documents to apply for the THP. A short time after applying I received a unit in the THP. I could not have been happier, for the first time in Canada I felt I had a solid foundation. With the help of THP and McEwan House staff I was able to navigate through an unfamiliar system and eventually find a permanent home in The Sherbourne Apartments Supportive Housing Program.”



Community Programs

Community Programs engage residents and clients of Fife House in social-recreational, health promotion, and leadership-building activities, drawing on personal strengths, and encouraging independent community living.

Resident-led initiatives are an important part of Community Programming and include peer-to-peer cooking lessons, a Gardening Committee, a Photography Club, a Trivia Group and the Safety and Security Committee.

Other activities include field trips, weekend brunches, a mask-making workshop series, after-school programs, and a money management presentation.

Our Community Programs Monitor project trains residents in leadership skills in customer service and business organization. They support after-hours bookings in our community spaces and receive an honorarium from the room fee.

"I have worked as a Community Monitor ... since the program started. Living and working for my community gave me a sense of belonging."

In the Holistic Wellness Centre professional practitioners provide no-cost services such as massage, naturopathy, polarity therapy, community nursing, reflexology, and therapeutic touch. This year, expansion includes gentle chair yoga, homeopathy, and acupuncture.

"I was surprised that it (reflexology) could bring me such a positive relaxation response through my entire body."



Development

Fife House's Development Department is responsible for all fundraising activities that support the various programs not funded through governmental agencies, including meal programming, staffing of the Homeless Outreach Program and various initiatives that support our residents and clients. A large portion of these funds come from three annual events.

Performers For Life

This in-theatre fundraising campaign occurs every Fall with the support and cooperation of Toronto's live theatre companies and countless volunteers who 'shake the can' in support of Fife House. A stage announcement at the final curtain encourages patrons to generously donate what they can as they leave the performance. Last year, volunteers raised in excess of \$50,000 thanks in large part to an exciting run of Priscilla, Queen of the Desert at the Princess of Wales theatre. Due to the volunteer driven nature of the event, fully 95% of this goes directly to programs at Fife House.



Presenting Sponsor



SPOTLIGHT

Live entertainment, cocktails, a silent auction and food define this casual and intimate evening which celebrates it's 10th anniversary as one of Fife House's signature events this Fall. Conceived as the launch of the Performers For Life campaign several years ago, SPOTLIGHT has become an event in its own right. Performers from Toronto's vast array of talent have lent their voices and performers to entertain guests over the years, including performances by Mark Masri, Micah Barnes, Hayley Sales and Kellylee Evans in 2010.



Presenting Sponsor



Presenting Sponsor



A Taste For Life

With 75+ participating restaurants, 80 volunteer hosts and thousands of diners across the city, this event raised close to \$110,000 in 2010. Since 2001, the restaurant community has welcomed Fife House into their establishments the last Wednesday of April to help raise more than half a million dollars through this province-wide initiative, which was started in Ottawa by Bruce House and The Snowy Owl Foundation. Restaurants donate a percentage of their sales for one evening in April and with the help of on-line and print promotional materials, volunteer hosts help fill their selected venue, greeting guests and soliciting additional donations from patrons.



Research and Evaluation

The Department of Research and Evaluation investigates and reports on issues of housing and HIV. Information obtained is used to inform both program development and adaptation. Below are highlights of recent studies.

Permanent Residential Program

Findings: Stable housing and support services enhance health; program staff play a critical role in creating stability for residents; shared experiences of HIV reduce isolation and insecurity; concept of dependence and independence varies based on previous housing experiences ; men and women have divergent perceptions of home; and safety and stability a concern for former residents.

Recommendations: Use of community and volunteer resources to address isolation due to linguistic barriers; enhancing programs/activities with focus on women; building in-house capacity and strengthening follow up support system for former residents; and an orientation program for residents focusing on cultural sensitivities.

Scattered Site Housing

Findings: Independent living is preferred by people living with HIV/AIDS (PLHA) and empowers them to take care of their nutrition and daily needs. However, challenges can lead to isolation.

Challenges Identified: Accepting derisory housing as a result of limited options; living in proximity to other substance users reinforced substance use behavior; difficulty protecting confidentiality and avoiding disclosure of HIV status.

Recommendations: Address confidentiality concerns by replacing the agency name with program name in all communication materials; sensitivity training on issues of privacy, confidentiality, crisis management and discrimination for staff at the housing site; and develop a strategy to deal with unit labeling; improve safety and living environment at scattered sites; and create new partnerships with well-managed buildings in healthy communities.

HIV and Nutrition - Community Meal Program

Findings (Peer-led cooking classes): Helped participants acquire the skills, organizational planning abilities and knowledge that prepared them for safe food handling.

Findings (Healthy cooking classes): Significant increase in PLHA understanding of HIV and Nutrition; healthy food choices and increased skill development.

Recommendations: Further development of culinary skills; learning about other ethnic and cultural cuisines; foods and recipes to boost immunity.

Visit www.healthyhousing.ca for information relevant to researchers, service providers and people living with HIV/AIDS. For more information visit www.fifehouse.org

The Ontario HIV and Substance Use Training Program

The Ontario HIV and Substance Use Training Program (OHSUTP) provides workshops about the links between HIV, substance use and mental health. We deliver free training to service providers throughout the province, including staff from addiction and mental health services, children's aid, public health, and housing and shelter providers. Last year OHSUTP delivered 26 workshops to more than 700 participants and presented at 3 conferences, including facilitating a workshop at the National Native Alcohol and Drug Abuse Program conference.

People with lived HIV experience are invited to every workshop to share their insights and balance the technical information. We work with 25 people from around the province and they were all able to come together for a chance to meet, develop some skills for telling stories, and create some formal guidelines.

Two new workshops were developed: *Introduction to Substance Use*, covering basic ideas and challenging people to examine their attitudes and beliefs about drugs and drug users; and *Trans 101 and HIV*, which looks at definitions and concepts for sex and gender identity and considers HIV issues specific for Trans identified people.

To keep up-to-date with the workshop schedule or interesting news articles visit www.ohsutp.ca.

Strategic Directions

2009 - 2012

- 1. Leadership in Strategic Partnerships** – Fife House will continue to take a leadership role in seeking strategic partnerships to provide expanded housing options and number of units for diverse PLHA communities in the GTA.
- 2. Diversity and Inclusion in our Services and Organization** – Fife House will expand the reach of our services so that they are more accessible and empowering of underserved populations of PLHA. Our board, staff and volunteers will reflect our clients and the communities we serve.
- 3. Cultivate a Quality Work Environment** – Fife House will promote and celebrate the development of individual staff and the organization. We will create an environment where all staff and volunteers are encouraged to co-create our culture and workplace.
- 4. Known and Valued Organization** – Fife House will embrace open and transparent relationships with its funders and the community and raise its public profile to inspire giving and investment.
- 5. Governance** – Fife House will foster a governance model that embraces stewardship, enables change and facilitates innovation to improve the effectiveness and strength of the organization.
- 6. Research and Evaluation** – Fife House will lead innovative, action-oriented, community-based research and evaluation. We will investigate housing and other determinants of health by fostering strategic research partnerships that lead to the provision of housing and supports that contribute to PLHA empowerment and improved quality of life.

Mission

To provide secure and affordable supportive housing and support services for persons living with HIV/AIDS (PLHA).

Our Philosophy of Care

We provide our services in order to enhance quality of life, build on individual strengths, promote independence and create communities of support and care.

Our Values

We believe that:

- Access to secure and affordable housing is a key determinant for health and well-being of people living with HIV/AIDS.
- Our services must be provided in a flexible manner in order to meet the diverse needs of residents, clients and those who support them.
- Co-operation, collaboration and partnership with other service agencies are essential to the delivery of focused, cost-effective services.
- Principles of equity, access and respect of diverse communities are the cornerstone to helping PLHA thrive.
- The meaningful involvement of diverse PLHA communities is essential to building and leading our agency to bring about positive and lasting change.
- Our research informs our direction through knowledge creation, transfer and exchange that lead to improved services that enhance the quality of PLHA health outcomes and lives.
- All people have the right to live and work in an environment of mutual respect, compassion and dignity.
- Hope is essential.

Contact us

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